application, Claims 1, 2 and 4-8 are presently amended. New Claims 9-16 have been added. Applicants respectfully submit that no new matter is added by these amendments. Thus, Claims 1-16 are pending in the Application. Applicants respectfully request reconsideration and favorable action in this case.

Amendments to the Specification

Presently, the specification is amended to include serial numbers for related applications, as well as to correct typographical errors. Applicants respectfully submit that no new matter is added by these amendments.

Amendments to the Drawings

Presently, FIGURE 1 is amended to include the reference numerals "38" and "50," FIGURE 4 is amended to include the reference numeral "196," and FIGURE 5 is amended to replace "performance area tables" with --plan tables--. These amendments conform the drawings to the written description. Thus, Applicants respectfully submit that no new matter is added by these amendments.

Copies of FIGURES 1, 4 and 5 showing the proposed changes in red ink are attached as Exhibit A. Applicants respectfully request approval of these proposed amendments.

Section 101 Rejections

The Examiner rejected pending Claims 1-8 under 35 U.S.C. §101 as being directed to non-statutory subject matter. Presently, independent Claims 1 and 7 are amended to recite that the method is a "computer-implementable" method and that the system is a "computer-implementable" system, respectively.

In addition, Applicants respectfully submit that the claims recite a computer-implementable method and system that provide a useful result. External productivity data from an external device is mapped to data elements in a database. Thus, according to one non-limiting embodiment, the evaluation process is streamlined by having data in a centralized location for data analysis. Present Application, page 3, lines 29-31. Therefore, Applicants respectfully request that this rejection now be withdrawn.

Section 102 Rejections

The Examiner rejected pending Claims 1-8 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 5,909,669 issued to Havens ("*Havens*"). Of these, Claims 1 and 7 are independent. Applicants respectfully traverse these rejections for the reasons discussed below.

Independent Claim 1 is amended to recite "storing a user-defined configuration for a data file comprising external productivity data, the configuration operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process," and "mapping external productivity data items from the data file to the data elements based on the configuration." Similarly, independent Claim 7 is amended to recite "a second database table operable to store configuration information for importing a data file comprising external productivity data into the performance evaluation system, the configuration information operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process."

Applicants respectfully submit that *Havens* fails to disclose, teach or suggest storing a user-defined configuration for a data file comprising external productivity data, the configuration operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process and mapping external productivity data items from the data file to the data elements based on the configuration, as recited by amended Claim 1. The retriever and segmentor of *Havens* relied on by the Examiner to show the claimed configuration do not identify external productivity data items in a data file and map external productivity data items to stored, user-defined data elements for the evaluation process. Instead, the retriever retrieves selected survey data and the segmentor segments the retrieved survey data using segmentation parameters. *Havens*, col. 14, lines 28-43.

In contrast, the present invention is directed toward a method for importing external productivity data into a performance evaluation system. As recited by amended Claim 1, external productivity data may be imported by storing a plurality of user-defined data elements, storing a user-defined configuration for a data file that is operable to identify external productivity data items in the data file and to map external productivity data items to data elements, and mapping external productivity data items from the data file to the data elements based on the

configuration. Therefore, Claim 1, as amended, is not anticipated by *Havens*. Accordingly, Applicants respectfully request that amended Claim 1 be allowed.

Similar to Claim 1, independent Claim 7, as amended, recites "a first database table operable to store a plurality of user-defined data elements for an evaluation process," and "a second database table operable to store configuration information for importing a data file comprising external productivity data into the performance evaluation system, the configuration information operable to identify external productivity data items in the data file and to map external productivity data items to data elements for the evaluation process." Therefore, for the reasons discussed above, Applicants respectfully submit that Claim 7 is patentable over the art and request that Claim 7 be allowed.

Dependent Claims 2-6 and 9-10 that depend from independent Claim 1 and dependent Claims 8 and 11-16 that depend from independent Claim 7 are allowable because they include the limitations of their respective base claims and add additional limitations that further distinguish the art. Accordingly, Applicants respectfully request that Claims 2-6 and 8-16 be allowed.

New Claims.

Claims 9-16 are added to more fully claim the present invention. In particular, Claims 9-10 depend from independent Claim 1 and positively recite receiving the data file from an external device and the external device comprising a telephony switch, respectively. Claims 11-16 depend from independent Claim 7 and are system claims that correspond to the functionality of the method claims. Applicants respectfully submit that no new matter is added by these claims and that these claims are allowable based on the reasons discussed above.
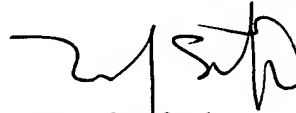
CONCLUSION

Applicants have now made an earnest attempt to place this case in condition for allowance. For the foregoing reasons, and for other reasons clearly apparent, Applicants respectfully request full allowance of all pending Claims.

If the Examiner feels that a telephone conference would advance prosecution of this Application in any manner, the undersigned attorney for Applicants stands ready to conduct such a conference at the convenience of the Examiner.

The Commissioner is hereby authorized to charge any fees or credit any overpayments to Deposit Account No. 02-0384 of Baker Botts L.L.P.

Respectfully submitted,

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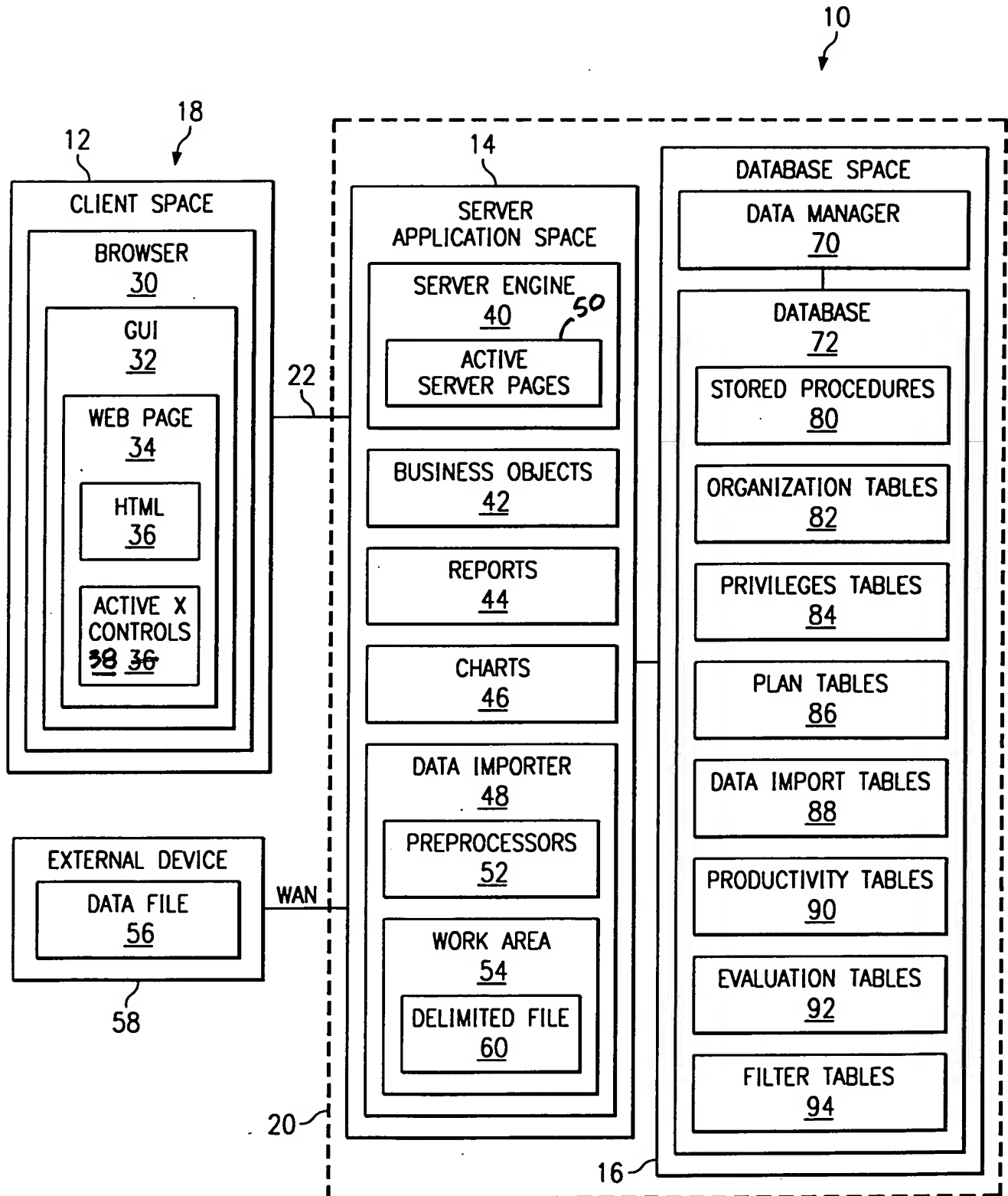Dallas, Texas 75201-2980
(214) 953-6477

Date: August 17, 2001

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CLIENT SPACE
18
12

BROWSER
30

GUI
32

WEB PAGE
34

HTML
36

ACTIVE X CONTROLS
38 36

22

SERVER APPLICATION SPACE
14

SERVER ENGINE
40   50

ACTIVE SERVER PAGES

BUSINESS OBJECTS
42

REPORTS
44

CHARTS
46

DATA IMPORTER
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PREPROCESSORS
52

WORK AREA
54

DELIMITED FILE
60

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DATABASE SPACE

DATA MANAGER
70

DATABASE
72

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80

ORGANIZATION TABLES
82

PRIVILEGES TABLES
84

PLAN TABLES
86

DATA IMPORT TABLES
88

PRODUCTIVITY TABLES
90

EVALUATION TABLES
92

FILTER TABLES
94

16

EXTERNAL DEVICE

DATA FILE
56

WAN

58

FIG. 1

PRIVLEGES TABLES

USER VIEW TABLE 140 196

USER ID	LEVEL/MEMBER	TYPE	ALLOWED
USER 1	COMPANY	L	Y
USER 1	SERVICE GROUP	L	Y
USER 1	TECHNICAL GROUP	L	Y
USER 1	SALES GROUP	L	Y
USER 1	PRODUCT A TEAM	L	Y
USER 1	PRODUCT B TEAM	L	Y
USER 1	MEMBER 11	M	Y
⦁⦁⦁	⦁⦁⦁	⦁⦁⦁	⦁⦁⦁
USER 1	MEMBER 37	M	Y
USER 10	COMPANY	L	N
USER 10	SERVICE GROUP	L	Y
USER 10	MEMBER 11	M	Y
USER 10	MEMBER 12	M	Y
⦁⦁⦁	⦁⦁⦁	⦁⦁⦁	⦁⦁⦁
USER 35	COMPANY	L	N
USER 35	SALES GROUP	L	N
USER 35	PRODUCT A TEAM	L	Y
USER 35	MEMBER 36	M	Y
USER 35	MEMBER 37	M	Y

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CLASS OF SERVICE ASSIGNMENT TABLE

USER ID	SERVICE TEMPLATE ID
USER 1	ADMIN TEMPLATE
USER 10	GROUP TEMPLATE
⦁⦁⦁	⦁⦁⦁
USER 35	PRODUCT B TEMPLATE

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CLASS OF SERVICE TEMPLATE TABLE

SERVICE TEMPLATE ID	USER ID	SERVICES					
ADMIN TEMPLATE		Y	Y	Y	Y	Y	Y
GROUP TEMPLATE		Y	N	Y	N	Y	N
TEAM TEMPLATE		N	Y	N	Y	Y	N

FIG. 4

PLAN
~~PERFORMANCE AREA~~ TABLES

GUIDELINE TABLE
GUIDELINE ID

162 →

SERVICE GROUP
TECHNICAL GROUP
PRODUCT A TEAM
PRODUCT B TEAM

PERFORMANCE AREAS TABLE
PERFORMANCE AREA ID

← 154

PERFORMANCE AREA 1
PERFORMANCE AREA 2
PERFORMANCE AREA 3
PERFORMANCE AREA 4
PERFORMANCE AREA 5
PERFORMANCE AREA 6

PERFORMANCE AREA ASSIGNMENT TABLE

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GUIDELINE ID	PERFORMANCE AREA ID
SERVICE GROUP	PERFORMANCE AREA 1
SERVICE GROUP	PERFORMANCE AREA 2
TECHNICAL GROUP	PERFORMANCE AREA 1
TECHNICAL GROUP	PERFORMANCE AREA 3
PRODUCT A TEAM	PERFORMANCE AREA 1
PRODUCT A TEAM	PERFORMANCE AREA 4
PRODUCT A TEAM	PERFORMANCE AREA 5
PRODUCT B TEAM	PERFORMANCE AREA 1
PRODUCT B TEAM	PERFORMANCE AREA 4
PRODUCT B TEAM	PERFORMANCE AREA 6

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QUESTION TABLE

QUESTION ID	TITLE	TEXT	WEIGHT
QUESTION 1	SCHEDULE ADHERENCE	HOW OFTEN DOES THE AGENT WORK TO ORIGINALLY ASSIGNED SHIFT?	3
QUESTION 2	PROMPTNESS	HOW OFTEN IS THE AGENT LATE FOR WORK?	4
⋮	⋮	⋮	⋮
QUESTION 10	ATTENDANCE	HOW OFTEN DOES THE AGENT MISS WORK?	5

FIG. 5A

PLAN
~~PERFORMANCE AREA~~ TABLES

QUESTION ASSIGNMENT TABLE

PERFORMANCE AREA ID	QUESTION ID
PERFORMANCE AREA 1	QUESTION 1
PERFORMANCE AREA 1	QUESTION 2
PERFORMANCE AREA 2	QUESTION 3
PERFORMANCE AREA 2	QUESTION 4
PERFORMANCE AREA 3	QUESTION 3
PERFORMANCE AREA 3	QUESTION 5
PERFORMANCE AREA 4	QUESTION 3
PERFORMANCE AREA 4	QUESTION 6
PERFORMANCE AREA 5	QUESTION 7
PERFORMANCE AREA 5	QUESTION 8
PERFORMANCE AREA 6	QUESTION 9
PERFORMANCE AREA 6	QUESTION 10

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ANSWER TYPES TABLE

QUESTION ID	ANSWER ID	ATTRIBUTES
QUESTION 1	ANSWER 1	
QUESTION 1	ANSWER 2	
⋮	⋮	⋮
QUESTION 10	ANSWER 1	

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EXPRESSION ASSIGNMENT TABLE

PERFORMANCE AREA ID	EXPRESSION ID
PERFORMANCE AREA 1	EXPRESSION 1
PERFORMANCE AREA 2	EXPRESSION 2
⋮	⋮
PERFORMANCE AREA 6	EXPRESSION 1

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EXPRESSION TABLE

EXPRESSION ID	EXPRESSION
EXPRESSION 1	
EXPRESSION 2	
⋮	⋮
EXPRESSION 6	

FIG. 5B